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**To: Health and Social Care Scrutiny Board (5)**

**Date: 1 April 2026**

**Subject: Student Wellbeing – Coventry University**

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**1 Purpose of the Note**

- 1.1 To inform the Health and Social Care Scrutiny Board (5) of the approach to student health and wellbeing at Coventry University

**2 Recommendations**

- 2.1 The Health and Social Care Scrutiny Board (5) is recommended to:
- 1) Consider the information provided in the briefing note below
  - 2) Identify any further recommendations for the appropriate Cabinet Member and/or partners

**3 Information and Background**

- 3.1 Coventry University has implemented a Whole University Student Support Model designed to meet the increasing scale and complexity of student wellbeing, disability, mental health, harassment, and safeguarding needs. The model ensures that support is accessible, proactive and consistent, while enabling the institution to meet sector expectations around duty of care, risk management, and regulatory compliance.
- 3.2 A central triage function provides a single, efficient point of entry for all student wellbeing concerns, enabling rapid, risk based assessment and allocation to the most appropriate team. This is supported by a live digital booking system offering real time visibility of appointment availability, reducing waiting times and improving the student experience. Daily on duty risk provision and a 24/7 on call infrastructure ensure timely response to urgent, high risk or complex situations, supported by clear escalation pathways into NHS mental health services, social care, safeguarding partners, and community providers.
- 3.3 Contracted services, including Spectrum Life and the university's aligned GP practice, extend the institution's clinical capacity by providing 24/7 helpline support, short term counselling and access to primary care, prescribing, and referral routes

into NHS secondary mental health services. These partnerships significantly strengthen the breadth and resilience of support available to students.

- 3.4 The model is underpinned by strategic pillars that prioritise collaboration across the University Group, NHS partners, and the Students' Union.
- 3.5 Core values including student safety, prevention, empowerment, and compassionate, culturally competent care shape all service delivery. These guiding principles ensure that students receive dignified, non judgemental, and tailored support that respects autonomy and lived experience.
- 3.6 This integrated and preventative approach delivers significant benefits to students and the institution, including reduced escalation of preventable crises, improved student retention and engagement, stronger regulatory compliance, and enhanced confidence in student support across academic and professional services.
- 3.7 The university's proactive approach includes continuing to explore ways to ensure resources stay aligned with emerging patterns of student demand, strengthening digital early alert capabilities, and supporting the ongoing development of Group collaboration. There is also potential to further develop partnerships with NHS and community providers where this may enhance coordinated care and enable earlier, more effective intervention.
- 3.8 More broadly, the model reflects Coventry University's commitment to continually evolving its support for students. It actively promotes safe, responsive, and compassionate practice, helping the institution anticipate risk and remain forward looking in meeting national expectations within a changing sector landscape.

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